User Manual

for Managing Your Subscription Online via

DeinACN Mobile

Germany

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1. Introduction

This document provides an overview of **DeinACN Mobile**, our innovative customer service tool that allows you the convenience of managing your ACN Mobile subscription online, 24 hours a day, 7 days a week. With **DeinACN Mobile** you can:

- View, correct and amend your personal data
- View and amend your contract information and change payment details online
- Enter security information to ensure we can confirm your identity should you need to contact us
- Choose and personalise your options for itemisation reports and connection data
- Order new subscriptions online
- View an overview of all your mobile subscriptions and their current status
- Change and amend your calling plan, product and network options online
- View your unbilled usage (ACN SayMore customers)
- View, review and print your invoices, payment status and itemisation reports
- Top Up your virtual account for your ACN Smart subscriptions
- View and print monthly reports of your usage and frequently called numbers

Please ensure you read this document carefully as it provides you with all the information you need to take full advantage of the benefits of **DeinACN Mobile**.

Throughout **DeinACN Mobile** you will see a green icon. If you move your cursor over the icon, further information will appear relating to the section in question.

DeinACN Mobile is available via www.acnmobile.de at all times. **DeinACN Mobile** is not intended to be a replacement for our Customer Service centre but is rather an extension of the services we offer to our customers. If you have any questions regarding the functionality of **DeinACN Mobile**, simply call our Customer Service department on 01803 000933, available Monday to Friday from 0800 to 2000 and Saturday from 1000 to 1800 (closed Sundays and German federal bank holidays). If your SIM card is lost or stolen, you can report this 24 hours a day, 365 days a year using our normal customer service number. Please note that there is a charge of 0.09€/min to call our Customer Service number from the German fixed network. This charge from your mobile phone is 0.49€/min.

DeinACN Mobile is secured and encrypted using a "thawte" Digital Certificate. This ensures that all information you send to us via the World Wide Web will be encrypted. Please click on the "thawte" Trusted Site certificate in **DeinACN Mobile** to demonstrate our commitment to keeping your data secure.

Please note that **DeinACN Mobile** is aimed to serve our customers who are resident in Germany and is therefore is only available in the German language.

2. Login

A. Accessing DeinACN Mobile

DeinACN can be accessed in the following ways:

- via the **DeinACN Mobile** link on www.acnmobile.de
- via the **Top Up my Handy** link on www.acnmobile.de

Use the login details provided in your welcome letter to access the site. If you have forgotten your password or username simply click on **Passwort vergessen?** in the **Deine Anmeldung** screen and follow the instructions. If we do not have your email address in our system please contact our Customer Service department who will arrange for the login details to be sent to you.

B. First Time Login

The first time you log in to **DeinACN Mobile** you will be directed to a screen called 'What we need to know from you' (Was wir von Ihnen wissen müssen). This screen has 2 sections:

- Security Question
- Invoice Options

ACN Mobile - Mozilla Firefox
Datei Bearbeiten Ansicht Gehe Lesezeichen Extras Hilfe
ACN one world, one vision.
DeinACN Mobile
Deine Startseite
Dein Passwort
Deine persönlichen Daten
Deine Verträge
Neues Abonnement
Dein Produktüberblick
Deine Rechnungen
Dein Handy aufladen
Deine Berichte
FAQs
Dein ACN Mobile Anleitung
Abmelden
Benutzername
D91416084
Letztes Login
09.09.2005 12:24
Was wir von Ihnen wissen müssen
Zur Einrichtung und zum Schutz Ihres Kontos füllen Sie bitte die folgenden Felder aus.
Sicherheitsfrage
Bitte wählen Sie eine Frage aus den Fragen des Dropdownmenüs aus und tragen Sie Ihre Antwort in das Antwortfeld ein. Wenn Sie sich mit uns in Verbindung setzen, brauchen wir diese Angaben, um Sie zu identifizieren.
Auswahl
Wie lautet der Mädchenname Ihrer Mutter?
Antwort
Telefonbuch/Auskunftsdienste
Möchten Sie mit Ihrer Mobilfunknummer im Telefonbuch stehen?
ja
nein
In welche der folgenden Verzeichnisse soll Ihre Mobilfunknummer eingetragen werden?
Telefonbuch
Auskunft
Elektronische Verzeichnisse
Wenn ja, soll eine "Inverse Suche"

C. Security Question

You are prompted to select one of the 3 security questions from the drop down menu and enter the answer to this question in the field provided. The 3 security questions are:

- What is your mother's maiden name?
- What was the name of your first pet?
- What is the name of your birthplace?

This information is required should we need to confirm your identity at a later date if you call our Customer Service centre. For example, if you call to change personal data or report a lost or stolen SIM card. When you call the Customer Service centre they will ask you the question that you have selected and you will be asked to confirm the answer.

D. Invoice Options

In this section you are able to choose your options for itemisation reports and storage of your call data.

In the Settings for Itemisation Reports (**Einstellung für den Einzelverbindungsdaten**) section you can choose from the following drop down menu items:

Option	Explanation
Shortened Itemisation	If you select this option you will receive a full itemisation report for each monthly invoice. On the itemisation report the last 3 digits of each call you make, or number you send an SMS or MMS to, will be replaced by XXX. This ensures your privacy.
No Itemisation	If you select this option you will receive a standard summary invoice with no detailed breakdown of your usage data.
Complete Itemisation	If you select this option you will receive a full itemisation report for each monthly invoice. On the itemisation report all numbers for each call you make or send an SMS or MMS to will be displayed in their entirety.

In the Invoice Options there is a question regarding storage of call data records (**Speicherung der Verbindungsdaten**). You can again choose from the following drop down menu items:

Option	Explanation
Shortened Storage	If you select this option your Call Data records will be stored for 6 months for each invoice that we generate for you. However on your itemisation report the last 3 digits of each call you make, or number you send an SMS or MMS to, will be replaced by XXX. This ensures your privacy
No Storage	If you select this option all your Call Data records will be deleted after we invoice you. Please note once that this has been selected your call data records cannot be retrieved once we have generated an invoice for that billing period. Please note that we cannot accept any complaints regarding itemisation on closed invoices or complete any retrospective actions once you have selected this option.
Complete Storage	If you select this option your Call Data records will be stored for 6 months for each invoice that we generate for you. However, on the itemisation report all digits of each call you make, or number you send an SMS or MMS to, will be displayed in their entirety.

Once you have answered these questions and confirmed your preferences you will not see this screen again. However, you can at any time change or amend any of these options via **DeinACN Mobile**. If you, at a later date, would like to change your invoice options, simple click on **Deine Verträge**, select the contract that applies to your number and click on **Ändern**. Please refer to Section 6 of this document for more information. If at a later date you would like to change your security question and answer, simply click on **Dein Passwort** and you will again see the drop down menu screen where you can select the security question and enter the answer.

If you click on **Später Beantworten** you will see this screen each time you log in until you have completed the required information. We recommend that you complete all this information the first time you log in to ensure the integrity of your data and make the use of our services as simple as possible.

3. Your Start Screen

Deine Startseite is the standard screen you will be directed to with each login after your first login. This screen displays a list of changes to your contracts, subscriptions and personal data that have been completed since your last login.

ACN Mobile - Mozilla Firefox
Datei Bearbeiten Ansicht Gehe Lesezeichen Extras Hilfe
ACN one world, one vision.
DeinACN Mobile
Deine Startseite
Dein Passwort
Deine persönlichen Daten
Deine Verträge
Neues Abonnement
Dein Produktüberblick
Deine Rechnungen
Dein Handy aufladen
Deine Berichte
FAQs
Dein ACN Mobile Anleitung
Abmelden
Benutzername
D91416084
Deine Startseite
Als Kunden von ACN Mobile können Sie über diese Webseite weitere Mobilfunkverträge mit ACN abschließen, die untenstehenden Optionen buchen sowie weitere Dienste in Anspruch nehmen.
Möchten Sie einen weiteren Mobilfunkvertrag mit ACN abschließen, klicken Sie bitte den Button Neues Abonnement Wenn Sie sonstige Dienste oder Optionen in Anspruch nehmen oder Änderungen an Ihrem Kundenkonto vornehmen möchten, klicken Sie bitte den Button Deine Verträge .
Wir weisen unsere Kunden ausdrücklich darauf hin, dass die über diese Webseite beauftragten Optionen oder Dienste im Einzelfall mit weiteren Kosten und Preisen für den Kunden verbunden sein können, die sich nach der jeweils aktuellen Preisliste von ACN richten.
Änderungen seit dem letzten Login
Hier ein Überblick über die Änderungen, die Sie seit Ihren letzten Besuch durchgeführt haben.
Datum Kanal Bereich Geänderte Daten
15.09.2005 10:24 DeinACN Deine Verträge Rechnungsoptionen

Your username and previous login details will always be displayed at the bottom left hand side of each screen.

4. Your Password

You have the option to change your login password at any time. Simple enter your current password, then your new password twice and click on **OK.** It is not possible for you to change your user name.

You can also change your security question in this screen, as discussed in Section 2C.

5. Your Personal Data

You can review and change the following personal information submitted on your Mobile Telephone Agreement at any time:

- Your status. Are you a business or residential customer?
- Your personal data including title, first and last name, date of birth, type and number of your identification documentation.
- Your personal communication details including home and billing address (if applicable), Email address and telephone numbers.

There are, however, some fields that are highlighted in grey that cannot be changed online for legal reasons. If there are any errors in any of the highlighted fields please contact our Customer Service department.

Tip!

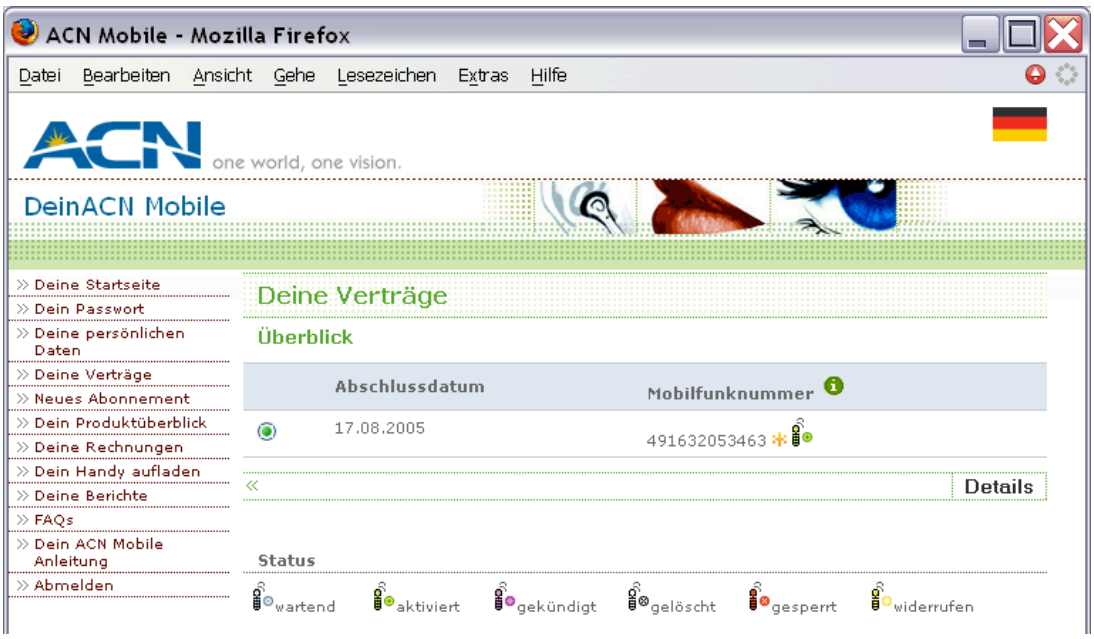
Your email address helps us to keep you informed about your account and our products and services. Please ensure that this field is completed and is updated each time you change your email address to allow us to inform you when your invoices, itemisation reports and monthly usage reports are available for you to view and print.

6. Your Contracts

This section provides an overview of the status of each of your contracts with ACN Mobile and includes the following:

- The date the contract came into operation
- The mobile numbers for the contract
- The status of the contract

You can select a contract by clicking on and view more detailed information by clicking on **Details**.



A. Your Contract Details

Here you can view the bank account and payment method used for the mobile subscriptions relating to the contract as well as the invoice options, as discussed in Section 2D. You can, at anytime, amend or change your invoice options, to either receive your invoices by post (please note additional charges apply) or view them online. Simply click on **OK** to save the changes made or click on **<<** to go back to the previous screen without saving the changes.

Please note that for legal and billing reasons a separate contract applies for each ACN Smart mobile subscription even though you may have requested the subscription at the same time as other ACN Mobile subscriptions. All ACN SayMore subscriptions will be invoiced on one summary invoice for each billing period.

B. Your Contract Status

A status icon is displayed for each contract indicating its status. The status icons and their explanations are as follows:

	wartend	This indicates that the contract is currently going through our order entry and activation processes.
	aktiviert	This indicates that the contract is fully activated.
	gekündigt	This indicates that you have cancelled your contract with ACN Mobile.
	gelöscht	This indicates that the contract has been removed from the system as it was not possible to activate it due to order repair reasons.
	gesperrt	The ACN Smart subscription associated with the contract has no credit. This means that this contract is currently barred either by the user or ACN.
	widerrufen	This indicates that you cancelled the contract during the legal 2 week revocation period.

7. New Subscription

As an existing ACN Mobile customer with access to **DeinACN Mobile**, ordering new subscriptions* for members of your family is easy. Simply click on **Neues Abonnement** from the menu options.

You will be directed to a screen where you can select the new mobile number for the new subscription. To select a number click on and then on **Weiter**.

You will then be asked to select the calling plan and options for the subscription from the drop down menus. Please click on **Weiter** to continue. You can at anytime find more information on our calling plans by visiting www.acnmobile.de and then click on **Our Price Plans**.

On the next screen you can choose whether you would like a new contract for this subscription or add it to an existing active contract. The benefit of adding a new subscription to an existing contract is that you will automatically receive one combined invoice each month for all your subscriptions (ACN SayMore plans only).

Once you have confirmed acceptance of the order you will be prompted to enter the following:

- Your payment method
- Your bank details
- Your billing options

Once you have completed these details click **OK** to continue or **<<** to go back to the previous screen without saving the changes.

The next screen is a confirmation of all your order details and associated charges per month as well as one off charges, if applicable. You must read and accept the legal text before confirming and submitting your order by clicking on **Bestellen**. The confirmation will also be sent to your registered email address.

*Please note however that residential customers are limited to 5 active subscriptions per contract holder.

8. Your Product Overview

This section of **DeinACN Mobile** provides an overview of your ACN Mobile subscriptions and includes the following information:

- The mobile phone number
- The calling plan the number is assigned to
- The current status of the subscription
- The product options selected for the subscription
- The network options selected for the subscription

A. Calling Plan Information

Please refer to www.acnmobile.de and then click on **Our Price Plans** for details of our current calling plans. Please also read our detailed **Service Description** which is available to view online in **DeinACN Mobile**.

B. Status Information

A status icon is displayed for each subscription indicating its status. The status icons and their explanations are as follows:

wartend	This indicates that the contract is currently going through our order entry and activation processes.
aktiviert	This indicates that the contract is fully activated.
gekündigt	This indicated that you have cancelled your contract with ACN Mobile.
gelöscht	This indicates that the contract has been removed from the system as it was not possible to activate it due to order repair reasons.
gesperrt	The ACN Smart subscription associated with the contract has no credit. This means that this contract is currently barred either by the user or ACN.
widerrufen	This indicates that you cancelled the contract during the legal 2 week revocation period.

C. Product Options

ACN Mobile offers you the choice of the following options with each subscription. Please refer to www.acnmobile.de, our price list and **Service Description** for more information.

SMS 50	This option allows you 50 SMS for one fixed fee per month. Please visit www.acnmobile.de for more information
GPRS 2.5MB	This option allows you 2.5MB of GPRS data usage for one fixed fee per month. Please visit www.acnmobile.de for more information
GPRS 10Mb	This option allows you 10MB of GPRS data usage for one fixed fee per month. Please visit www.acnmobile.de for more information
GPRS 25MB	This option allows you 25MB of GPRS data usage for one fixed fee per month. Please visit www.acnmobile.de for more information
GPRS 50MB	This option allows you 50MB of GPRS data usage for one fixed fee per month. Please visit www.acnmobile.de for more information

D.Network Options

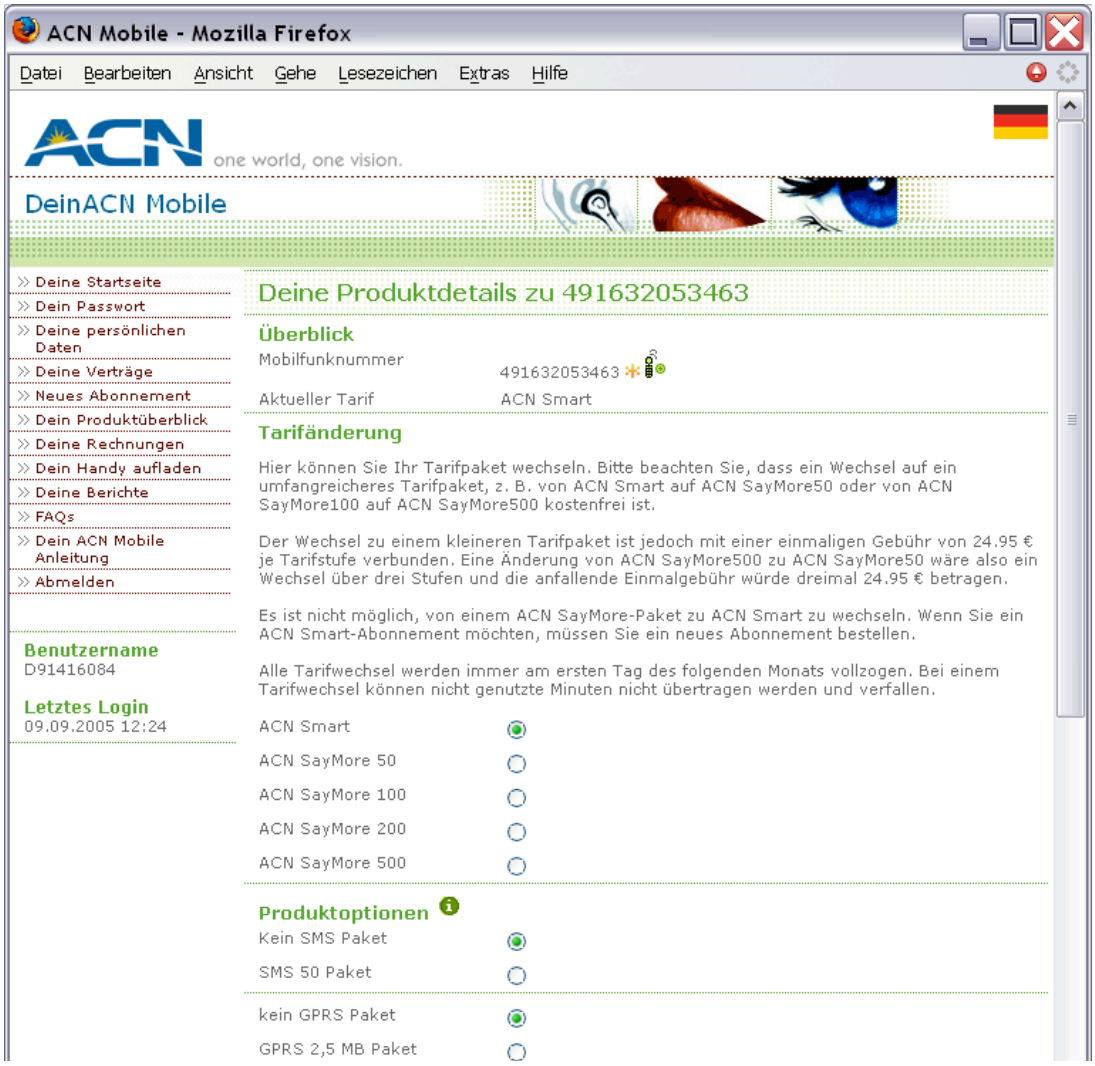
The following barring options are available to activate on each subscription to help you manage the availability of certain services on your phone. Please note that one-off and recurring charges are applicable for some of the options. Please refer to our price list for more information.

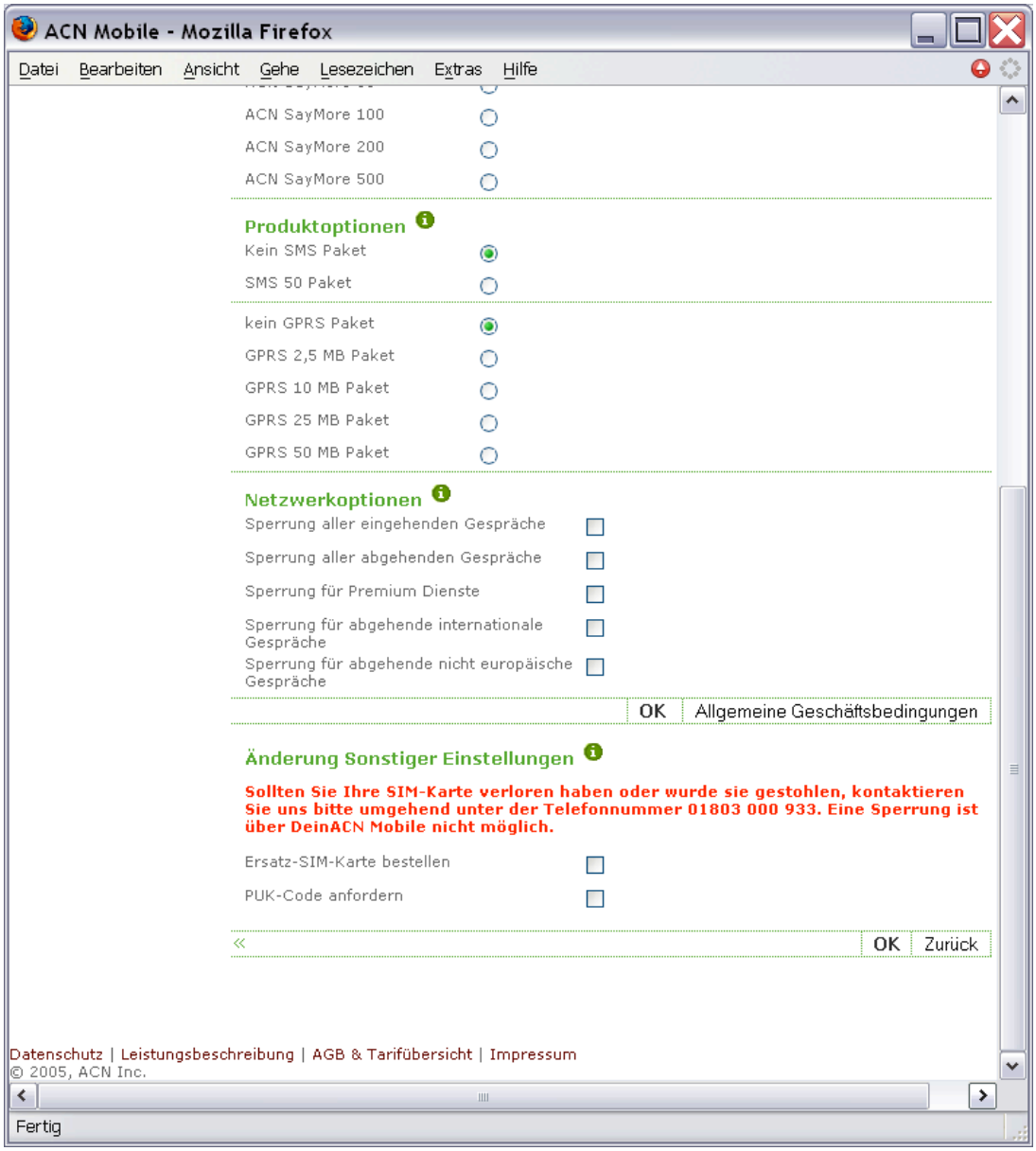
alle eingehende Anrufe sperren	This option ensures that this subscription can only make outgoing calls*
alle ausgehende Anrufe sperren	This option ensures that this subscription can only receive incoming calls*
0190/0900-Nummern sperren	This option ensures that no calls can be made to premium rated numbers. This option is FREE to activate and has no monthly charges.
alle ausgehende Auslandsgespräche sperren	This option ensures that this subscription cannot make any outgoing calls to high risk international numbers (fixed and mobile)*
gesperrt (bestimmte Nummern)	This option ensures that this subscription cannot make any international calls*

* These options incur activation fees and ongoing monthly fees please refer to our price list for more information

E. Making Changes

You can, at anytime, change any of the above mentioned items (A to D) by selecting the subscription you would like to change by clicking on and then on **Ändern**.


ACN Mobile - Mozilla Firefox
Datei Bearbeiten Ansicht Gehe Lesezeichen Extras Hilfe
one world, one vision.
DeinACN Mobile
Deine Startseite
Dein Passwort
Deine persönlichen Daten
Deine Verträge
Neues Abonnement
Dein Produktüberblick
Deine Rechnungen
Dein Handy aufladen
Deine Berichte
FAQs
Dein ACN Mobile Anleitung
Abmelden
Benutzername
D91416084
Letztes Login
09.09.2005 12:24
Deine Produktdetails zu 491632053463
Überblick
Mobilfunknummer
491632053463
Aktueller Tarif
ACN Smart
Tarifänderung
Hier können Sie Ihr Tarifpaket wechseln. Bitte beachten Sie, dass ein Wechsel auf ein umfangreicheres Tarifpaket, z. B. von ACN Smart auf ACN SayMore50 oder von ACN SayMore100 auf ACN SayMore500 kostenfrei ist.
Der Wechsel zu einem kleineren Tarifpaket ist jedoch mit einer einmaligen Gebühr von 24.95 € je Tarifstufe verbunden. Eine Änderung von ACN SayMore500 zu ACN SayMore50 wäre also ein Wechsel über drei Stufen und die anfallende Einmalgebühr würde dreimal 24.95 € betragen.
Es ist nicht möglich, von einem ACN SayMore-Paket zu ACN Smart zu wechseln. Wenn Sie ein ACN Smart-Abonnement möchten, müssen Sie ein neues Abonnement bestellen.
Alle Tarifwechsel werden immer am ersten Tag des folgenden Monats vollzogen. Bei einem Tarifwechsel können nicht genutzte Minuten nicht übertragen werden und verfallen.
ACN Smart
ACN SayMore 50
ACN SayMore 100
ACN SayMore 200
ACN SayMore 500
Produktoptionen
Kein SMS Paket
SMS 50 Paket
kein GPRS Paket
GPRS 2,5 MB Paket


ACN Mobile - Mozilla Firefox
Datei Bearbeiten Ansicht Gehe Lesezeichen Extras Hilfe
ACN SayMore 100
ACN SayMore 200
ACN SayMore 500
Produktoptionen
Kein SMS Paket
SMS 50 Paket
kein GPRS Paket
GPRS 2,5 MB Paket
GPRS 10 MB Paket
GPRS 25 MB Paket
GPRS 50 MB Paket
Netzwerkoptionen
Sperrung aller eingehenden Gespräche
Sperrung aller abgehenden Gespräche
Sperrung für Premium Dienste
Sperrung für abgehende internationale Gespräche
Sperrung für abgehende nicht europäische Gespräche
OK
Allgemeine Geschäftsbedingungen
Änderung Sonstiger Einstellungen
Sollten Sie Ihre SIM-Karte verloren haben oder wurde sie gestohlen, kontaktieren Sie uns bitte umgehend unter der Telefonnummer 01803 000 933. Eine Sperrung ist über DeinACN Mobile nicht möglich.
Ersatz-SIM-Karte bestellen
PUK-Code anfordern
OK
Zurück
Datenschutz | Leistungsbeschreibung | AGB & Tarifübersicht | Impressum
© 2005, ACN Inc.
Fertig

In the product details at a subscription level section (indicated by the phone number selected at the top of the screen) you can:

- Change calling plans by clicking on next to the calling plan you would like. as discussed in section 8A.
- Order the SMS50 option or one of our GPRS options for this subscription, as discussed in section 8C.
- Apply any of the network barring options to this subscription, as discussed in section 8D.

Please note that all of these changes incur charges (except for the barring of the 0190/0900 number range which is free to activate and has no monthly fees). When you are satisfied with your changes, click on **OK.** The next screen is a confirmation of all your order details and associated charges per month as well as one off charges, if applicable. You must read and accept the legal text before confirming and submitting your order by clicking on **Bestellen**. The confirmation will also be sent to your registered email address.

Refer to our **Service Description** or **General Terms and Conditions** for further information on these changes. You can, at any time, discard the changes and revert back to your original subscription. Please note that you can only change your calling plan once per month, and all changes will be effected from the first day of the following month. Please also note that we cannot accept any changes to calling plans or option packages during the last 3 working days of a calendar month.

F. Other Services

You can request a replacement SIM card for this subscription if your current one has been lost or stolen and if you have lost your welcome letter with your PIN and PUK code you can request that the PUK information be sent to your registered email address so that you can unlock your SIM and select your own PIN code. Simply select the service you require and click on **OK**.

9. Your Invoices

With **DeinACN Mobile** you are able to view all of the invoices that have been issued for each of your subscriptions over the past 6 months in the **Deine Rechnungen** section of the site. The format of these invoices depends on the invoice settings you selected during your first login, or amended via the **Your Contract** screen.

Please note that for contracts with multiple subscriptions a periodic summary invoice, as well as a periodic invoice per subscription, will be displayed for each period. These invoices are available in PDF format to facilitate printing and saving them for your administration.

For each invoice, you can also print an itemisation report according to your invoice preferences set during your first login, or amended via the **Deine Verträge** section of **DeinACN Mobile**.

You can also see whether each invoice has been paid and an indication of your unbilled usage for each subscription. Please note that your unbilled usage may be up to 24 hours or more out of date.

10. Top Up Your Handy (ACN Smart customers only)

If you have an ACN Smart subscription you can add credit to your account online. Simply select the subscription (identified by the mobile phone number) that you would like to add credit to and click on **Weiter**.

You will be directed to a screen which indicates how much credit remains for this subscription. You can then select how much credit you would like to add to your account; €10, €20 or €30. Simply select the required amount by clicking on and then on **OK**. This amount will be deducted from your bank account and you will shortly receive an SMS confirming the additional credit amount.

11. Your Reports

In the **Deine Berichte** section of **DeinACN Mobile** you are able to view and print summary monthly reports of your usage statistic by subscription. Simply select the subscription from the list by clicking on and then on **Weiter**. You will be directed to a screen where you can select the PDF version of the report for each billing period. Reports are stored and available for 6 months dependant on the invoice settings you selected during your first login, or amended via the **Your Contract** screen.

12. Other Items

You can view our **General Terms and Conditions**, our **Impressum** page and our **Service Description** within **DeinACN Mobile**. These documents are also available online via www.acnmobile.de where you can also access an overview of our calling plans and view our current price list.

13. Logging Off

If at anytime you wish to log off our site simply press the **Abmelden** menu item from the left hand side of the screen and you will be taken to our closing screen. You can now safely close the browser window.

Thank you for using **DeinACN Mobile!**